REGISTRATION

Somali nationals who wish to be registered as refugees should contact the Immigration Passport and Nationality Authority (IPNA) Registration Centre in Basateen or Al-Mukalla.

Non-Somali nationals should contact the UNHCR office in Aden. Please call to make an appointment.

Registration hotline: 771 070 364

All registration services are free of charge.

Holding a current/up-to-date asylum-seeker/refugee document is important for your protection as an asylum-seeker or refugee in Yemen, and facilitates your access to services provided by UNHCR and the national authorities.

If you need to update your records, renew your ID card or inform about a change in your address or telephone number, please contact IPNA or UNHCR in your location.

HEALTH SERVICES

For refugees in need of health care, please contact Human Access (HA).

Basateen, Dar Sad

cfm@humanaccess.com

800 0078
Sunday to Thursday
8:00 AM to 4:00 PM

UNHCR works together with partners and communities to protect and assist people who have been forced to flee from persecution by providing protection to particularly vulnerable refugees and asylum seekers. The primary function of UNHCR is to safeguard the rights and well-being of refugees and asylum seekers and to secure lasting solutions.

For more information, please call the UNHCR hotline below.

United Nations High Commissioner for Refugees UNHCR

Shopping Area
Building 27-28, Hoshi Mana Street, Khomakshar, Aden

yemadprt@unhcr.org

771 070 368
Sunday to Wednesday
8:00 AM to 4:00 PM
Thursday
8:00 AM to 2:30 PM

The Immigration Passport and Nationality Authority (IPNA)

IPNA Basateen
Aden - Darsa'ad - Al-Basateen
(beside Basateen Police station)

IPNA Mukalla
Hadramout - Al-Mukalla - Foa
(beside Alaidaroos for Kitchens and Hear hospital)

ALL UNHCR AND PARTNERS SERVICES ARE FREE OF CHARGE

UNHCR
The UN Refugee Agency

INFORMATION FOR REFUGEES AND ASYLUM SEEKERS

YEMEN - SOUTHERN GOVERNORATES

GENDER-BASED VIOLENCE (GBV)

For survivors in need of support as a result of GBV, please contact Field Medical Foundation (FMF):

October Street, Khormaksar, Aden

cfm@fmfyemen.org

800 0433
Sunday to Thursday, 8:00 AM to 4:00 PM

CHILD PROTECTION

For children in need of support, please contact Field Medical Foundation (FMF):

October Street, Khormaksar, Aden

cfm@fmfyemen.org

800 0433
Sunday to Thursday, 8:00 AM to 4:00 PM

EDUCATION

All refugee and asylum-seeking children have the right to free primary and secondary education and can enrol in public schools providing they hold all the documents required for enrolment.
For more information, please contact Al-Awn Foundation for Development.

Helpline: 781 266 310
Sunday to Thursday, 8:30 AM to 4:00 PM

SAYING NO TO MISCONDUCT

LEGAL ASSISTANCE

Legal counselling and mediation are being provided by UNHCR's partner Field Medical Foundation (FMF) Legal representation is offered only to exceptional cases.

October Street, Khormaksar, Aden

cfm@fmfyemen.org

800 0433
Sunday to Thursday, 8:00 AM to 4:00 PM

VOLUNTARY REPATRIATION

Somali refugees can at any time decide to return to their country of origin (Somalia) and will be assisted by UNHCR and their partners to do so. UNHCR is committed to ensuring that returns take place in safety and dignity. Please contact the help desk at FMF to receive information on the conditions in your country to help you to make an informed decision and receive the necessary support.

Field Medical Foundation (FMF)

October Street, Khormaksar, Aden

cfm@fmfyemen.org

800 0433
Sunday to Thursday, 8:00 AM to 4:00 PM

MIGRANTS

Individuals who do not meet the legal criteria as a refugee may be migrants. Persons in this situation can contact the International Organization for Migration (IOM), the agency responsible for providing services to migrants:

800 0922 (during office hours).

SOCIO-ECONOMIC ASSESSMENT

For refugees in need of a socio-economic assessment, which may result in financial assistance and/or individual support, please contact Field Medical Foundation (FMF):

October Street, Khormaksar, Aden

cfm@fmfyemen.org

800 0433
Sunday to Thursday, 8:00 AM to 4:00 PM

Please note that the eligibility for assistance is decided on a case-by-case basis depending on your specific situation.

LIVELIHOODS

For refugees in need of short-term vocational training, on the job training and soft skills trainings (Arabic, English, and computer classes), please contact Benevolence Coalition for Humanitarian Relief (BCHR):

In front of the airport, Abod Street, Khormaksar, Aden

bchr.complaints@bchr-ye.org

780 685 685
Sunday to Thursday, 8:30 AM to 4:00 PM

Remember that all services provided by UNHCR and its partners are free of charge.

If you suspect that you or any other persons are mistreated by a humanitarian worker: pause, reflect, walk away, and report to: inspector@unhcr.org